

**Position Description:** Youth and Teen Services Assistant

**Status:** Part-time Non-exempt

**Grade:** D

**DEFINITION:** A part-time position responsible for reader's advisory and reference, programming, collection development, and school outreach for patrons birth to 12<sup>th</sup> grade, and their caregivers. Supervised by the Youth and Teen Services Manager.

- Conducts themselves in a manner aligned with the Library's Mission, Vision, and Values
- Provides consistent, gracious, and friendly service to Library patrons and fellow staff
- Understands and complies with the Library's policies and procedures while safeguarding confidentiality and restricted information
- Exhibits a willingness to go above and beyond the call of duty to meet patrons' requests and to promote a positive image of the Library throughout the community
- Actively pursues opportunities to increase knowledge of related current technology and library trends
- Will promote safety among co-workers and ensure that good communications on all risk and safety matters are achieved
- Will obey and adhere to all safety rules and established work practices
- Will promptly report to their immediate supervisor all unsafe actions, practices, or conditions they observe
- Will attend at least one safety training class per year
- Performs other duties as assigned

#### **DUTIES AND RESPONSIBILITIES:**

##### **Service Responsibilities:**

- Regularly scheduled to work the Youth and Teen Services Desk
- Provides reader's advisory assistance to patrons
- Instructs and assists patrons in the use of electronic and print resources
- Develops customized age and reading-level appropriate book displays and bulletin boards that encourage use of the library's Youth and Teen Services collections and services
- Promotes safety among co-workers and clear communication on all risk and safety issues

##### **Leadership and Operations:**

- Performs basic troubleshooting of computers and printers
- May assist in the preparation of departmental bibliographies, brochures and other print materials, as assigned
- Attends library meetings and workshops as approved by Department Manager
- Understands when to refer unresolved problems regarding procedures or policies to the department manager

**Program Responsibilities:**

- Plans and presents programs including story times, age-specific programs, special events and group tours

**NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES:**

- Ability to empathize with and relate to the needs of youth, birth through 12<sup>th</sup> grade, and their caregivers
- Possess a strong command of the English language and demonstrates effective oral and written communication skills
- Ability to work with people of all ages in a friendly, approachable, and tactful manner
- Current knowledge of library materials, practices, techniques and technology related to Youth and Teen Services
- Ability to conduct a basic reference interview
- Knowledge of literature for youth, birth through 12<sup>th</sup> grade
- Basic Internet searching skills
- Awareness of popular culture and trends related to youth birth to 12<sup>th</sup> grade
- Knowledge of and ability to use PCs and a variety of hardware/software applications
- Ability to set priorities, make independent decisions, and exercise discretion with patrons and staff
- Ability to remain calm under difficult circumstances
- Ability to use a variety of office equipment
- Ability to bend, stoop, and lift up to 25 pounds
- Ability to push a cart loaded with books and other materials weighing up to 100 pounds
- Ability to read, write, and speak English

**QUALIFICATIONS:**

- Bachelor's degree
- Two years' work experience with teens and children
- Access to transportation
- Evening and weekend hours required

Approved	9/98,
Revised	10/07, 4/08 2/09, 6/09, 9/12, 5/13, 5/21, 1/22, 9/23, 5/24, 4/25